

ADMINISTRATIVE SERVICES MANAGER

DPW—OPERATIONS DIVISION

THE PURPOSE: The person in this position plans, prepares, and administers the operating, capital, and grant budgets of the Department of Public Works (DPW) Operations Division (\$140,000,000 in 2009); performs fiscal and management analyses to evaluate the effectiveness of operations and services; and supervises the Administration Section of the Operations Division.

ESSENTIAL FUNCTIONS:

- Prepare and monitor the operating budget, expenditures, contracts, grants, and capital improvements for the Operations Division.
- Coordinate division-wide responses to inquiries from various departments, such as the Department of Employee Relations (DER), the Legislative Reference Bureau (LRB), the Budget and Management Division, and the Office of the Comptroller.
- Prepare biweekly, monthly, quarterly, and annual expenditure reports for presentation at monthly divisional team meetings; produce other reports as required.
- Compile and prepare various reports and documents required by Community Development Grants Administration for vacant lot maintenance and the Weekend Cleanup Box Program.
- Compile statistical data on the costs of snow and ice removal, and research information related to proposed operational changes.
- Analyze internal processes and recommend and implement procedural or policy changes to improve operations.
- Supervise administrative staff responsible for accounting, customer service, apartment garbage, building service calls, the Solid Waste Fee, the automated solid waste scaling system, and other related services.
- Ensure that requests to fill vacant positions and other forms required for personnel changes are submitted properly.
- Represent the Operations Division at Common Council committee and other public meetings as well as before the media on occasion.
- Respond to complex customer inquiries on the Solid Waste Fee, apartment garbage, and other Environmental Services charges.
- Provide support to the Operations Division Director, the Buildings and Fleet Superintendent, and the Environmental Services Superintendent; in addition, work closely with the Finance and Planning Manager.

MINIMUM REQUIREMENTS:

1. Bachelor's Degree in accounting, business administration, finance, or a related field from an accredited college or university.
2. Five years of progressively responsible professional experience in a position involving governmental accounting or fiscal analysis.
NOTE: Equivalent combinations of education and experience may also be considered.
3. Valid Wisconsin Driver's License at time of appointment and throughout employment.
4. Residency in the City of Milwaukee within six months of appointment and throughout employment.

DESIRABLE QUALIFICATIONS

- Master's Degree in accounting, business administration, finance, public administration, or a related field from an accredited college or university.
- Supervisory experience.
- Familiarity with Oracle's PeopleSoft financial management and human resource information systems.

KNOWLEDGE, SKILLS, ABILITIES, AND OTHER CHARACTERISTICS:

- Knowledge of governmental accounting, budgeting, and procurement.
- Knowledge of enterprise financial management and human resource information systems.
- Knowledge of statistics.
- Ability to allocate people and resources.
- Ability to lead and supervise staff members.
- Ability to recognize and solve complex problems.
- Ability to exercise sound judgment in making decisions.
- Effective oral communication skills.
- Effective presentation and media relations skills.
- Ability to write clear and concise business communications, such as memos, technical reports, budget summaries, policies, procedures, and performance reviews.
- Ability to plan, organize, prioritize, and delegate work.
- Ability to multi-task, handle frequent interruptions, and change course as needed.
- Ability to provide excellent customer service when dealing with escalated inquiries or complaints.
- Ability to conduct research.

THE CURRENT SALARY RANGE IS (11): \$69,089.54 to \$96,721.82 annually with excellent benefits.